
Course Material Returns and Refunds Policy

Title

Course Material Returns and Refunds

Department Policy Number

54-001

Effective Date

Revised July 01, 2000

Purpose

Providing a refund to students for returned course materials is resource intensive. Depending on when a student's returns materials and the condition of these materials determines if a refund will be afforded to the student.

Definitions

N/A

Policy

Course material fees will only be available to those students who formally withdraw from an undergraduate course. The University must receive the course materials no later than 30 days after the processing of a refundable withdrawal request, provided they meet certain criteria explained in this section.

- a) If the course materials are returned complete and unmarked, undamaged, and received within 30 days of the processing of a refundable withdrawal request, the student will receive a full course materials fee refund.
- b) If the course materials are returned damaged, marked, or have missing items, the student should not return the materials as the student will be charged the full course materials handling fees. There are no refunds for students who withdraw more than 30 days after the course start date.



If the course materials are returned to the University by students withdrawing from a course and hoping to obtain a refund, the course materials will not be returned to the student. Returned course materials become the property of Athabasca University.

Responsible Position/Department

Contact Course Materials Production (CMP) department at 675-6366 for assistance

Approved By

Executive Group - 16 August 2000